Where's the Family? Successfully Bringing the Family into Hospice IDG (FR430)

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Objectives

- Demonstrate the technical steps required to bring family into IDG using webconferencing technology.
- Discuss the benefits and challenges of involving family in IDG meetings.
- Problem solve potential changes to the IDG meeting that might better facilitate shared decision-making with family members.

Hospice principles define patients and family members as one unit of care. Although empowered to make decisions regarding care, patients and family members are routinely absent from the interdisciplinary group meetings where key decisions are made. Given the lack of direct patient and family input, care plans can suffer from incorrect assumptions about the patient and family perspectives and experiences.

We have been testing the use of webconferencing to bring family members into the hospice interdisciplinary group meeting to share in decision-making related to care. Caregivers have reported that this virtual team meeting is beneficial and that they feel as though they are sitting at the table with the team. They feel better informed and a part of the care process. Our research has found that there are clinical benefits to caregivers who are involved and informed as a result of participating in this decision-making experience. Hospice staff, while supportive, have identified challenges with the time shared decision-making requires.

This session will demonstrate how to actively involve family in the hospice interdisciplinary group meeting and share the benefits and challenges from several perspectives. We will demonstrate with webconferencing technology the steps involved in bringing a family into a group setting. Actual videorecorded encounters will demonstrate the technical ease and operational challenges with the patient and family membership in the interdisciplinary group. Hospice caregivers, medical directors, and nurses will share their experiences with this process. We will outline lessons learned from the experience and share a cost-effectiveness analysis. Finally, we will facilitate discussion with participants on ways to overcome obstacles and facilitate the shared decision-making with families and patients within the hospice interdisciplinary group structure.